

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 05/06/2008

Department of Education
Office of Federal Student Aid
FOR CERTIFYING OFFICIAL: Michell Clark
FOR CLEARANCE OFFICER: Angela Arrington

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 04/24/2008

ACTION REQUESTED: Generic IC

TYPE OF REVIEW REQUESTED:

ICR REFERENCE NUMBER: 200705-1845-001

AGENCY ICR TRACKING NUMBER: 3241

TITLE: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved with change

OMB CONTROL NUMBER: 1845-0045

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE:

DISCONTINUE DATE:

| BURDEN: | RESPONSES | HOURS | COSTS |
|--|-----------|-------|-------|
| Previous | 15,300 | 8,400 | 0 |
| New | 15,300 | 8,400 | 0 |
| Difference | | | |
| Change due to New Statute | 0 | 0 | 0 |
| Change due to Agency Discretion | 0 | 0 | 0 |
| Change due to Agency Adjustment | 0 | 0 | 0 |
| Change Due to Potential Violation of the PRA | 0 | 0 | 0 |

TERMS OF CLEARANCE: Terms of the Generic ICR remain in effect.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

| List of ICs | | | | |
|--|----------|---|--------------|-------------------|
| IC Title | Form No. | Form Name | CFR Citation | Hrs/\$/Resp |
| Generic Customer Survey : 2007 Annual Direct Loan School Customer Satisfaction Survey | N/A | Annual Direct Loan School Customer Satisfaction Survey | | 25 / 0 / 200 |
| Training and Follow-up Customer Satisfaction Survey | | | | 496 / 0 / 4,600 |
| FAFSA On The Web Tracker Survey | N/A | Federal Student Aid FAFSA on the Web Tracker | | 1,348 / 0 / 8,087 |
| Loan Choice for FFEL Borrowers Survey | na | Documentation Generic Clearance Customer Service Satisfaction | | 333 / 0 / 10,000 |
| Holly Langer Evans-Tools for Schools Training | N/A | | | 30 / 0 / 300 |
| Annual Direct Loan School Customer Satisfaction Web Survey | | | | 20 / 0 / 200 |
| 2008 Federal Student Aid Awareness Survey (KM) | N/A | 2008 Federal Student Aid Awareness Survey | | 450 / 0 / 3,000 |
| Student Aid Awareness and Applicant Services | | | | 417 / 0 / 5,000 |
| Total Hours Actually Used for Information Collections Under Currently Approved ICR: | | | | 3,119 |